



Neighborhood and Healthy Communities

August 11, 2015

kcstat.kcmo.org

Goal (the "What") and Objectives (the "How")



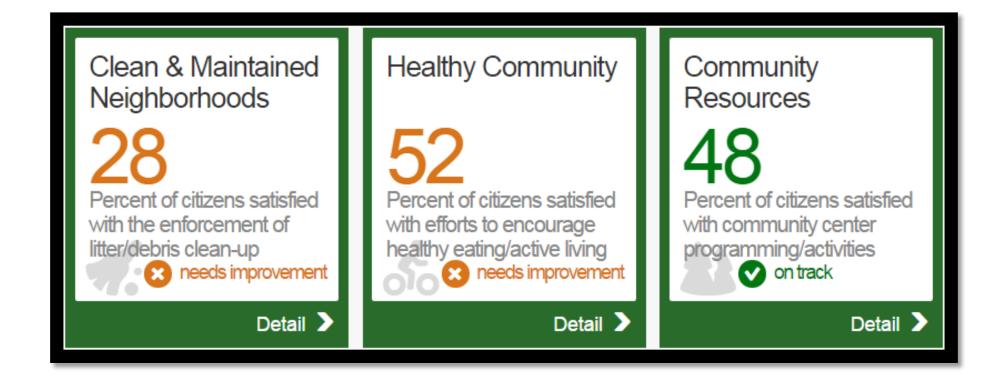
Goal: Support the development, maintenance and revitalization of sustainable, stable and healthy communities in which neighborhoods are safe, clean, well maintained and consistently improved.

Objectives:

- 1. Establish multi-departmental committee or task force to identify underlying causes of the City's inequities and recommend an implementation plan.
 - a) Establish multi-departmental committee or task force to identify underlying causes of the City's inequities and recommend an implementation plan.
- 2. Produce the Community Health Improvement Plan (KC-CHIP).
- 3. Support legislation to provide the City and local neighborhoods better control over the future of vacant properties as quickly as possible.
- 4. Reduce blight:
 - a) Redevelop, repurpose, and clear vacant lots and buildings in collaboration with community partners.
 - b) Aggressively market vacant property inventory to potential investors to stabilize neighborhoods.
 - c) Form cross-departmental teams to create strategies for NHS target neighborhoods.
 - d) Support Land Bank efforts to market properties for productive use
- 5. Set a sustainable performance standard for demolishing dangerous structures.
- 6. Perform a housing condition survey
- 7. Develop an enhanced youth program that provides educational and/or recreational opportunities.
- 8. Reduce illegal dumping and littering by removing disposal access.
- 9. Improve access to locally grown, processed, and marketed healthy foods.
- 10. Ensure resources invested in community centers match demand for services.

Neighborhoods and Healthy Communities: How we measure it





Source: kcstat.kcmo.org



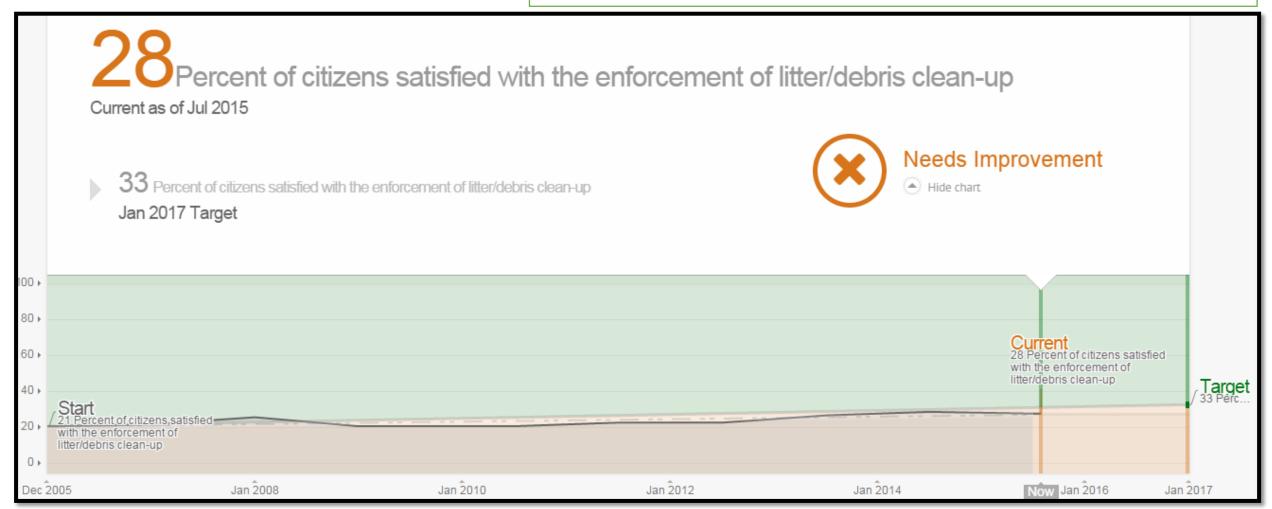
Topic Area: Clean and Well-Maintained Neighborhoods



Citizen Satisfaction with Enforcement of Litter/Debris Clean-up



National average for cities with population 250K+ = 42% satisfied



Citizen Satisfaction with Mowing/Cutting of Weeds, Property Maintenance for Vacant Structures, and Overall Cleanliness



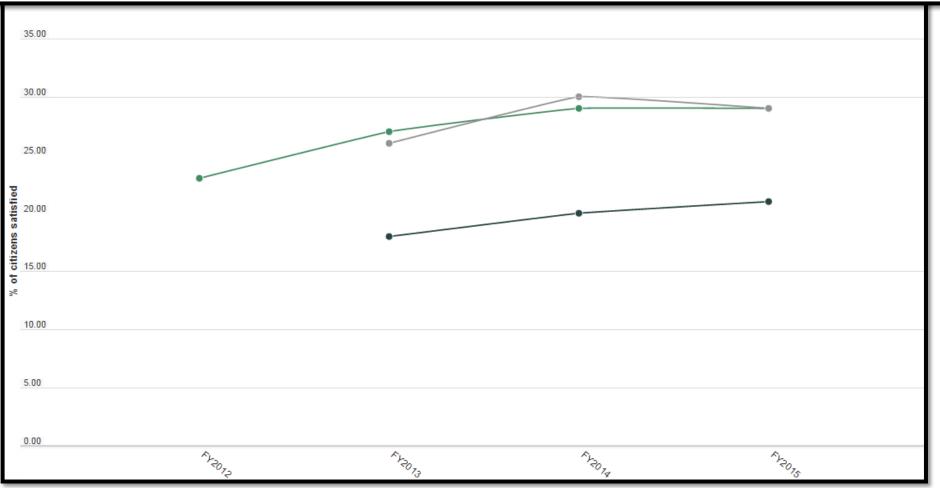


National average for cities with population 250K+ = 42% satisfied

Citizen Satisfaction Trend

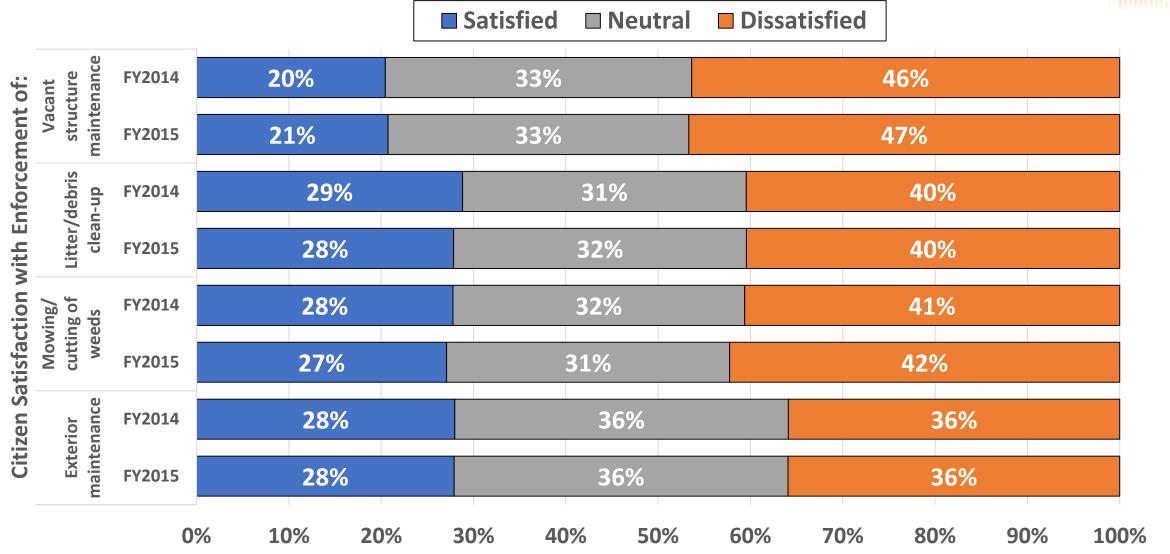


Enforcing the property maintenance of vacant structures
 City efforts to clean up illegal dumping sites



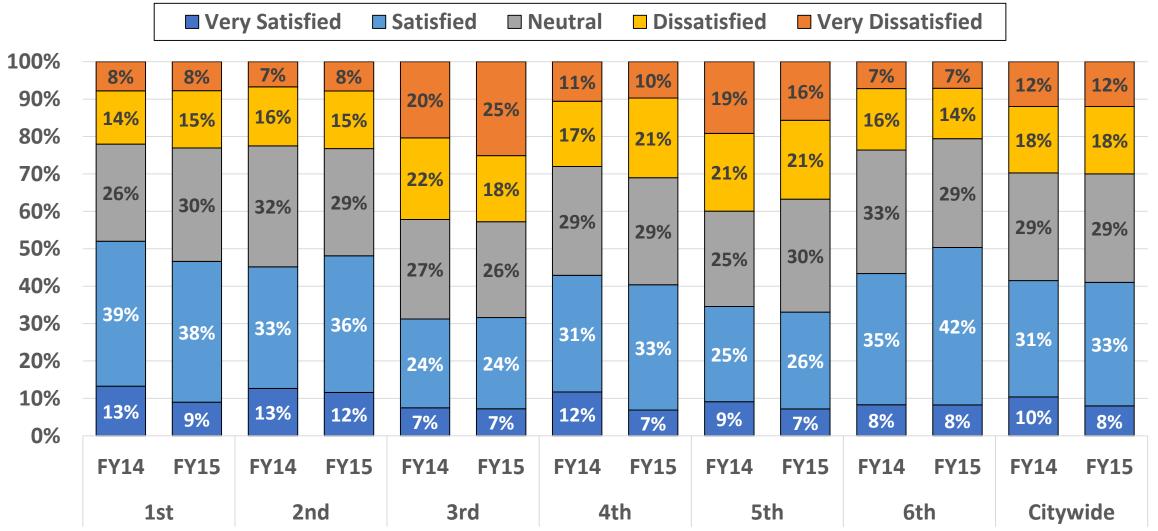
Citizen Satisfaction with Code Enforcement





Citizen Satisfaction with Code Enforcement in Their Own Neighborhood, by Council District





Citizens' Priorities for Neighborhood Services



Which TWO of the Neighborhood Services listed do you think should receive the MOST EMPHASIS from the City over the next two years?

(Importance = aggregate percent of citizens selecting)

Question	Importance	Satisfaction	FY2015 I-S Rank	FY2014 I-S Rank
Enforcing property maintenance of vacant structures	28%	21%	1	1
Enforcing the clean-up of litter and debris on private property	28%	28%	2	2
City efforts to clean-up illegal dumping sites	22%	28%	3	3
Enforcing the mowing and cutting of weeds on private property	21%	27%	4	4
Enforcing the exterior maintenance of residential property	16%	28%	5	5
Enforcing the clean-up of litter, mowing or weeds, and exterior maintenance of residential property in YOUR neighborhood	16%	41%	6	6
Quality of animal control	11%	42%	7	7
Enforcing the removal of signs in the right of way of city streets	5%	36%	8	9
Timeliness of the removal of abandoned cars from public property	5%	33%	9	8

Source: Citizen Survey, FY2015

Importance-Satisfaction Ratings for Neighborhood Services by Council District



Question	Citywide	1 st	2 nd	3 rd	4 th	5 th	6 th
Vacant structure property maintenance	1	2	2	1	1	1	2
Clean-up of litter/debris on private property	2	1	1	2	2	2	1
Clean-up of illegal dumping sites	3	3	4	5	3	3	3
Mowing/cutting of weeds on private property	4	4	3	3	4	4	4
Enforcing exterior maintenance on private property	5	5	5	7	5	6	5
Code enforcement in YOUR neighborhood	6	6	6	4	6	5	7
Quality of animal control	7	7	7	6	7	7	6
Removal of signs in the ROW	8	9	8	9	9	8	8
Timely removal of abandoned vehicles	9	8	9	8	8	9	9

OBJECTIVE:

Reduce Blight:

- a. Redevelop, repurpose and clear vacant lots and buildings in collaboration with community partners
- B. Aggressively market vacant property inventory to potential investors to stabilize neighborhoods
- C. form cross-departmental teams to create strategies for NHS target neighborhoods
- D. Support Land bank efforts to market properties for productive use

Related Measurements:

- Neighborhood Preservation activity
- Citizen satisfaction with quality of neighborhood services

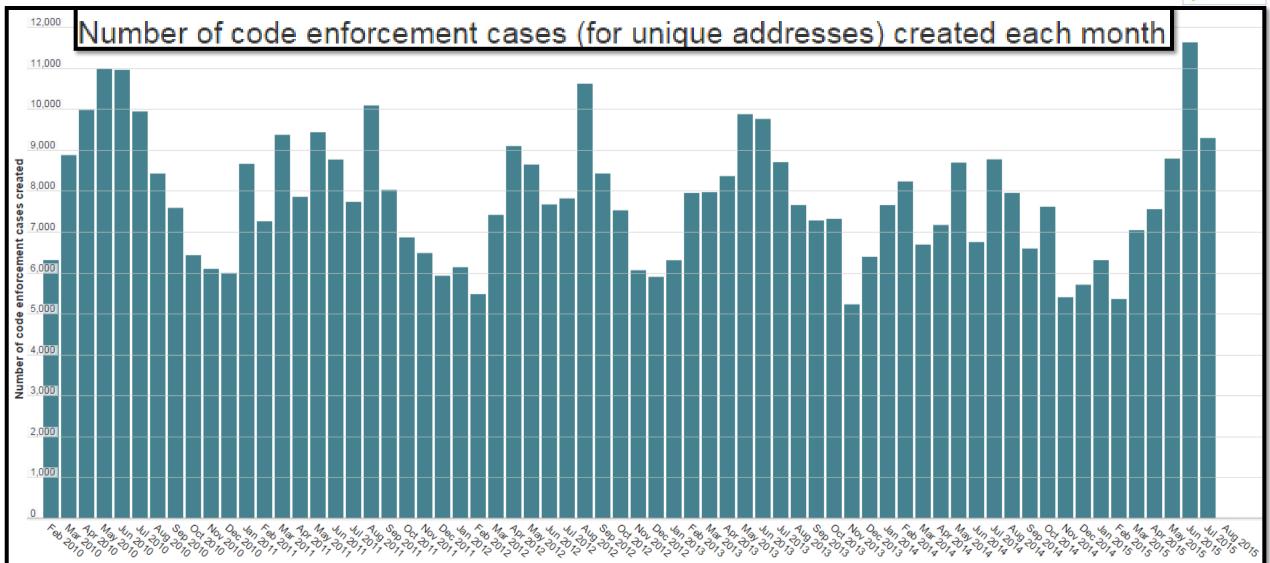




Neighborhood Preservation

Code Enforcement Case Creation By Month

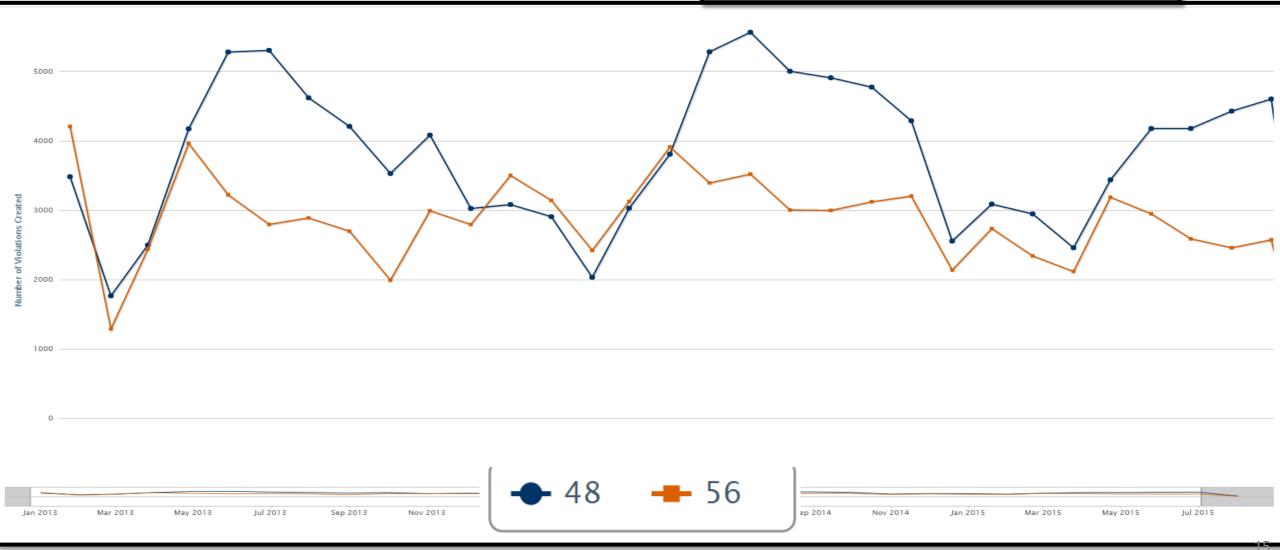




Number of Violation Types by Month

KCStat

Blue = Nuisance Violations (Chapter 48)Orange = Property Violations (Chapter 56)



Property Violation Map

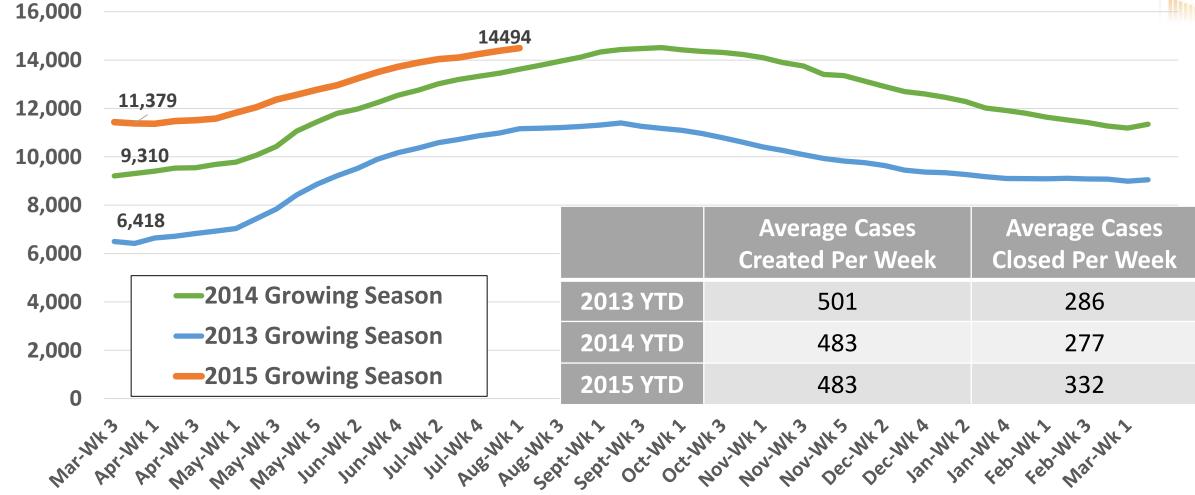
Property Violations Dataset now on data.kcmo.org!





NPD Code Enforcement Total Caseload





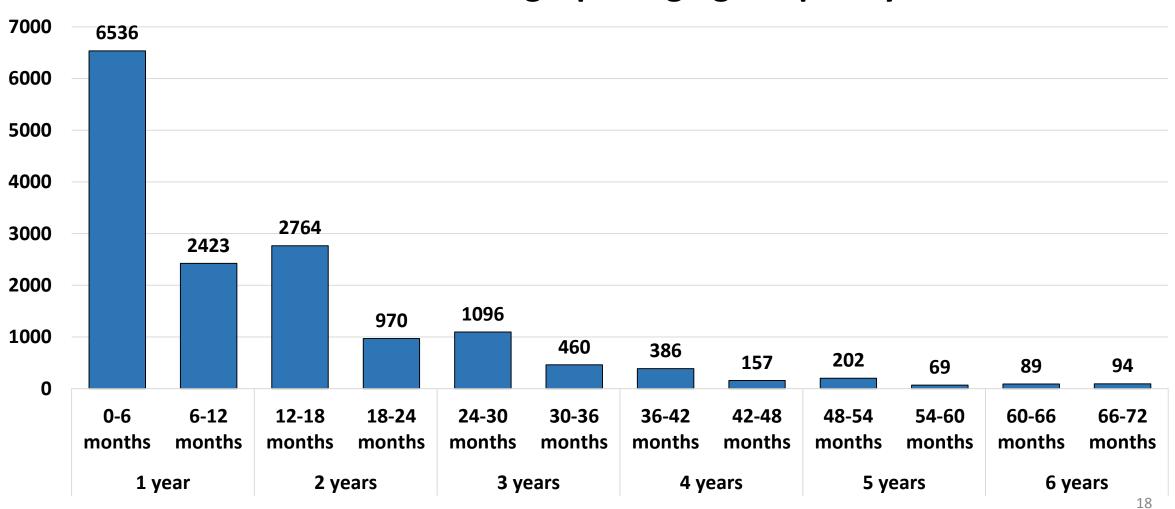
Source: PeopleSoft CRM 311 Service Request System

# of Code Enforcement Officers	Average Case Load per Officer			
46	315			

Current Caseload Aging Chart



Cases Remaining Open Aging Frequency



Percent of Code Enforcement Cases Closed Over Time



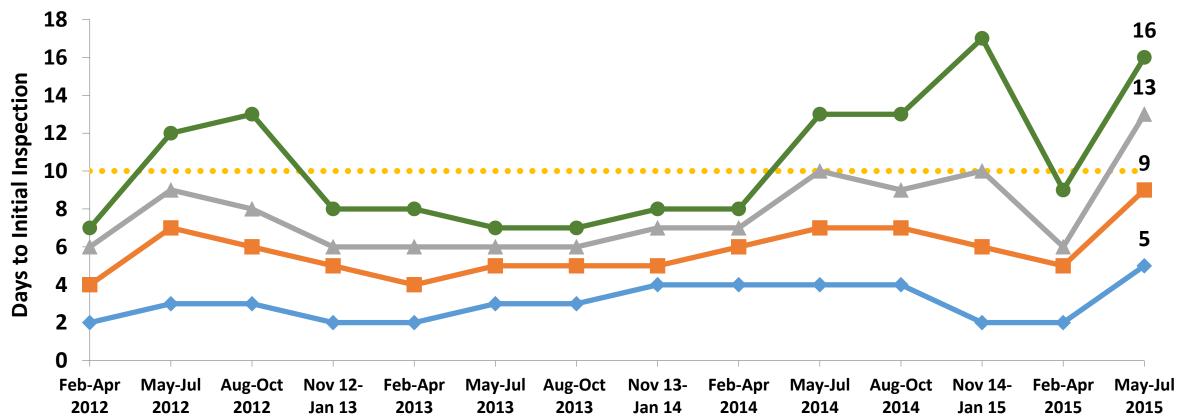
61% of code enforcement cases opened in 2014 and 2015 YTD have been closed. Average time to close for these cases was 85 days.



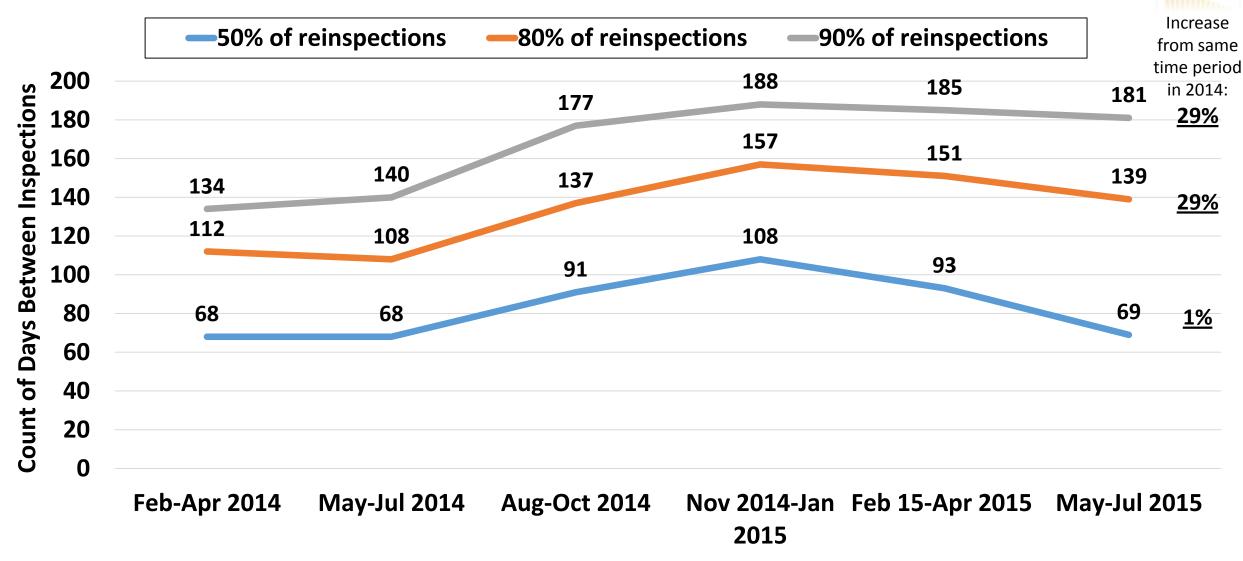
Timeframe for Initial Inspections





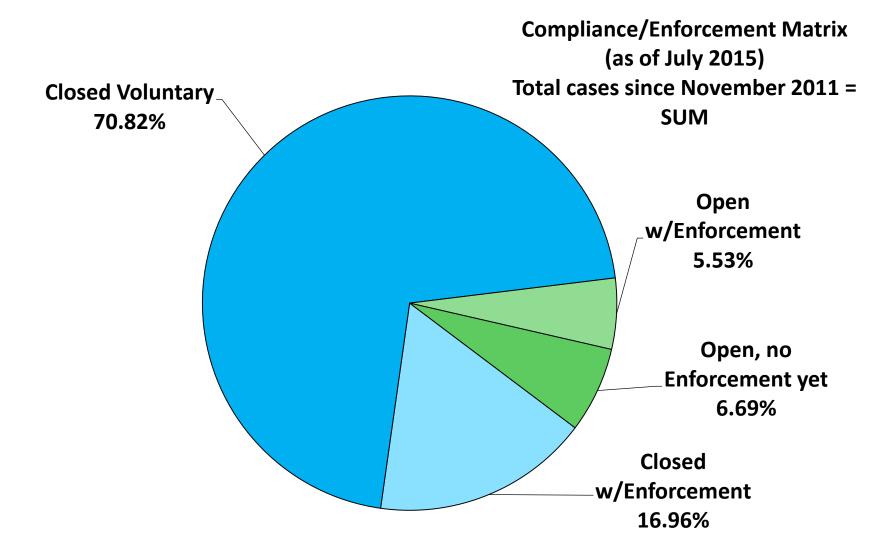


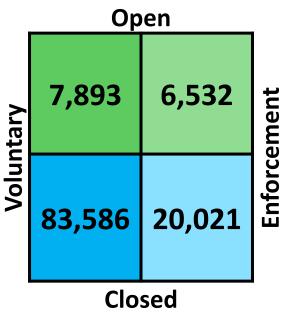
Timeframe to Reinspect



Status of All Code Enforcement Cases

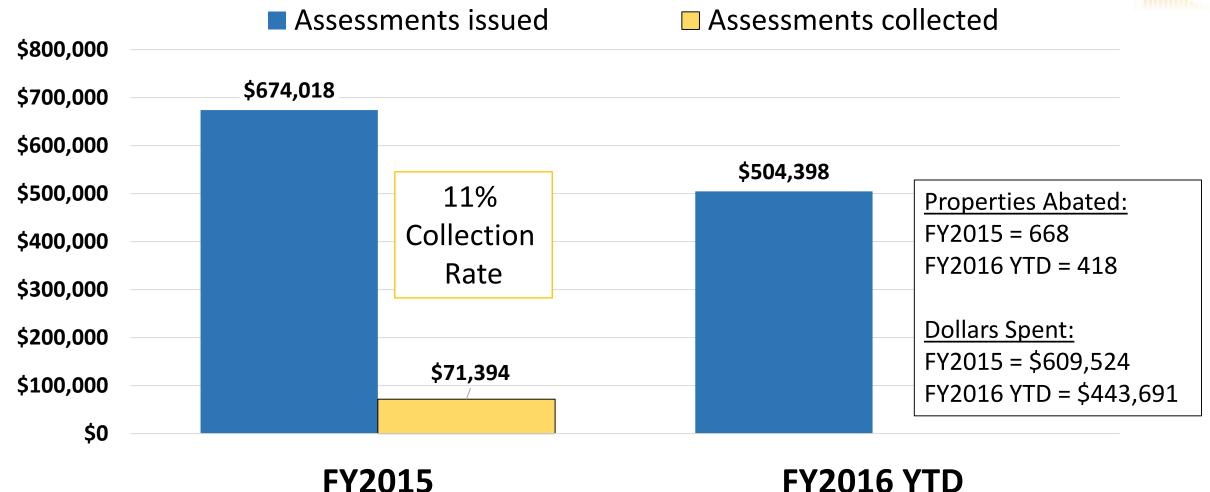






Property Violation Abatement Assessments and Collections





Represents 92% of assessments sent to County from FY15; 8% did not make cutoff date

Outcome of Administrative Citations: Payment and Dismissal Rates

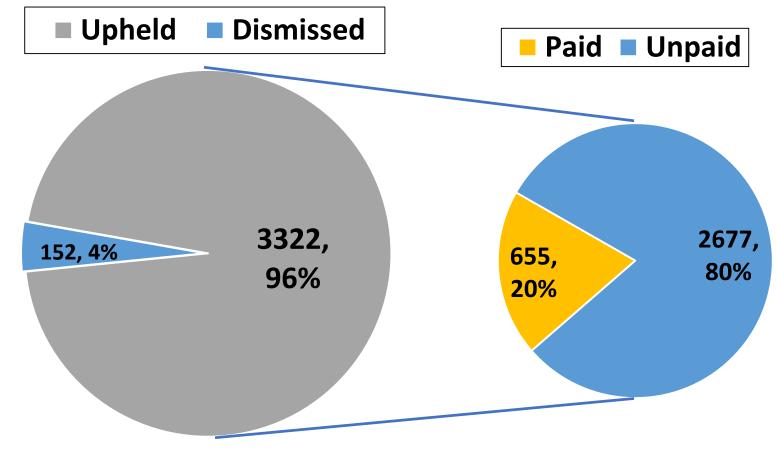


Administrative Citations since June 2014

(after new tracking method deployed)

Payment recovery = \$77,800 out of \$842,200 or 9%

Administrative citations are issued on out of town owners or LLC's. An "out of town owner" is defined as anyone 100 miles outside of the city with City Hall as the marking point

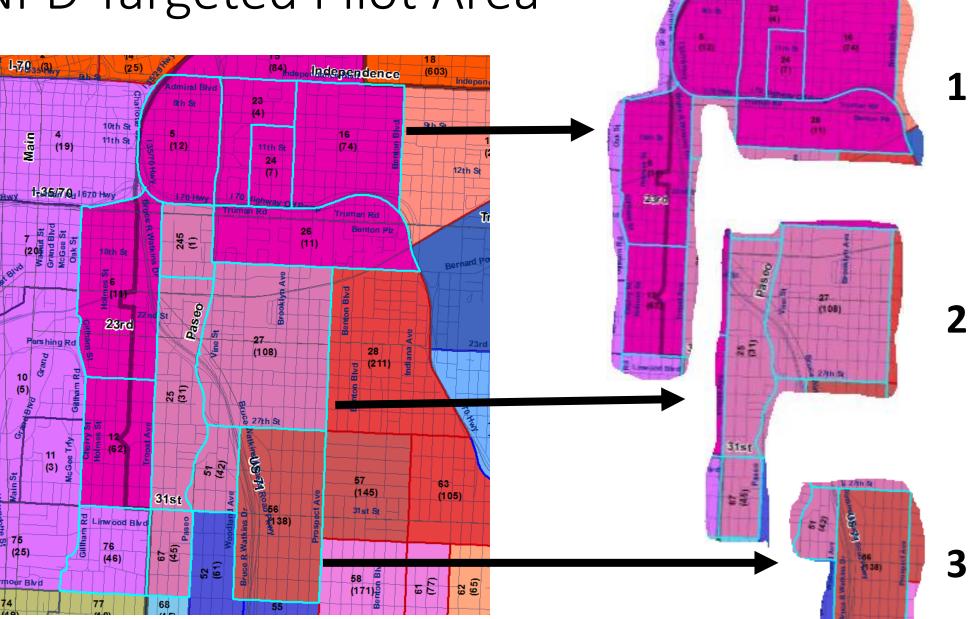


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NPD Targeted Pilot Area



Independe



Goal =
to maintain
inspectors'
caseloads at
desired level
(~200
cases)

NPD Pilot Area Baseline Measures



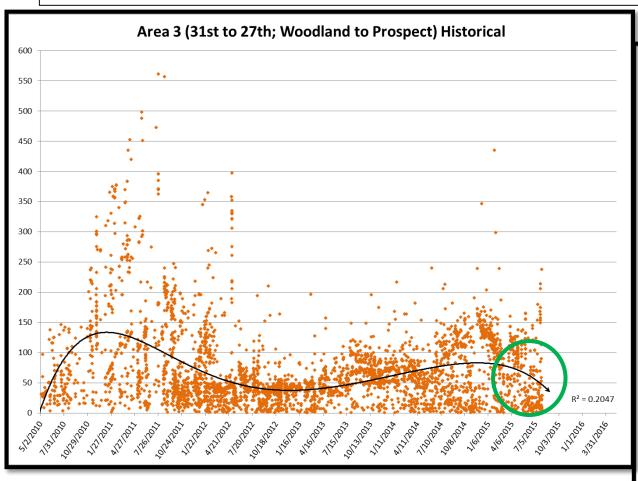
2014 and 2015 numbers are for Q1

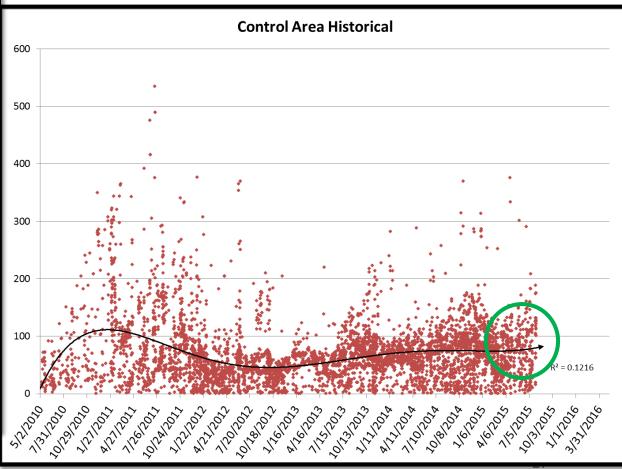
Area	Total Caseload	Days to Initial: 90%		# of Reinspects		Days to Reinspect: 90%	
	2015	2014	2015	2014	2015	2014	2015
1	210	6	8	139	294	114	95
_	Cases	days	days	Reinspects	Reinspects	days	days
2	224	5	5	239	306	116	106
	Cases	days	days	Reinspects	Reinspects	days	days
3	225	6	5	206	215	115	124
<u> </u>	Cases	days	days	Reinspects	Reinspects	days	days
Control	382	6	10	353	255	103	128
Area	Cases	days	days	Reinspects	Reinspects	days	days ₂₆

Timeframe Between Inspections



Average timeframe to reinspection has trended down since beginning of pilot project in Target Areas; Control Area remains high or has slight increases







Adopt-A-Neighborhood

Adopt-A-Neighborhood Program



2015 program allows for five mowing cycles between May and September, plus one cycle in April 2016 Lots include Land Bank (4,401), Homesteading Authority (496), and city-owned residential lots (273)

Option 1: Established Neighborhoods (10 contractors)

- Established neighborhoods who want to mow themselves or have ability to choose a mowing contractor
- Contracted directly with Land Bank (\$7.50/1,000 square feet)
- Neighborhood is responsible for quality control and Land Bank verifies reports/invoices

Option 2: Land Bank (6 contractors)

- In areas with neighborhoods without ability or desire to administer mowing contracts
- Land Bank contracts directly with mowing contractors (\$7.50/1,000 square feet)

Option 3: Abatement Contractors (2 contractors)

- Assigned areas where no other contractors from above have chosen
- Handle abatement that regular mowing contractors are not equipped to handle

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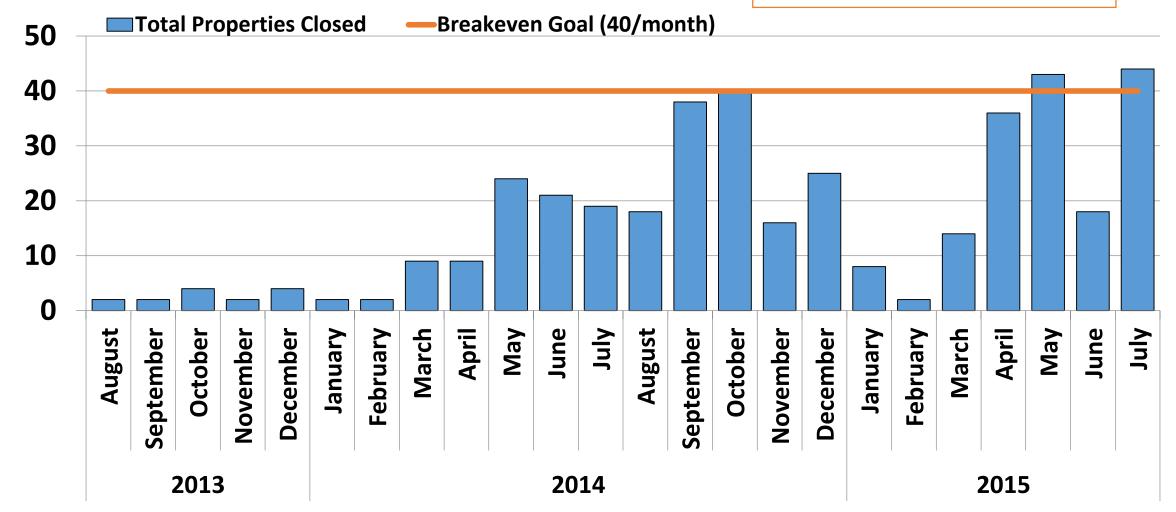


Land Bank

Land Bank Sales Closed by Month

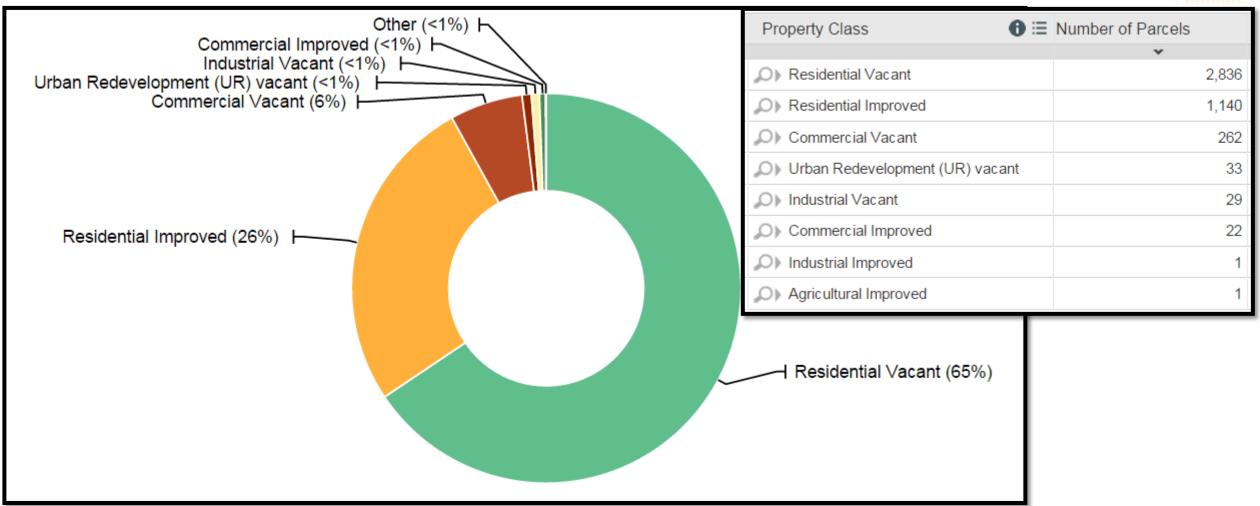
Total Closed from
August 2013 to July 2015 = 330
Total Received into Land Bank
in 2015 = 478





Land Bank Property Types





Source: Neighborhood and Housing Services, Land Bank (kcstat.kcmo.org)

Land Bank Revenue and Investment



Value/ Investment	FY2015-16 YTD	FY2014-15	Since beginning of Land Bank	
Revenue from sales	\$38,143	\$172,397	\$434,095	
Promised investment by purchaser	\$789,884	\$1,566,495	\$2,986,233	
Value of property donated by Land Bank for public use	\$54,891	\$224,899	\$355,800	

Source: Neighborhood and Housing Services, Land Bank

Land Bank Partnerships



Ongoing and Completed Partnerships:

- Gardens/Orchards immigrant project with JVS in Lykins 4 months into project
- CleanupKC partnership with Bank Midwest event occurred July 25
 - Clean up 50 cubic yards of brush, 25 cubic yards of trash; dumpsters provided by Public Works
- Prospect Cleanup partnership with KC NoVA first event occurred July 18; next set for September
 - Cleaned Land Bank properties around 27th and Montgall

 Decorative boarding project in Boston Heights and Mount Hope neighborhoods partnership with Habitat for Humanity

• Helping to stabilize Land Bank properties in that area

Partnerships in the works:

- Tiny House project
 - Interested in purchasing land to develop
- Private developer
 - Interested in purchasing 20 lots for apartment complex
- Potential Developer identified for 75th and I-435





OBJECTIVE:

Support legislation to provide the city and local neighborhoods better control over the future of vacant properties as quickly as possible

Related Measurements:

 Citizen satisfaction with property maintenance of vacant properties

Potential Legislative Priorities for 2016



Receiverships

• Receivership statute requires nuisance conditions to be in relation to building/structure. Majority of issue of a vacant property is property itself. Our nuisance code relates to exterior grounds of property. It is important that designation of nuisance include all aspects, including property. It also clarifies court's jurisdiction to continue until abatement of nuisance AND vacancy or City dismissal.

Nuisance Actions

• Support changes to the definition of "neighborhood organization" for private nuisance actions

Tax Foreclosure

• Interested parties to tax delinquent property must get notice before a property can be sold at tax foreclosure sale. MO foreclosure statute requires less than "Mennonite Notice"; result is that some owners get less process than is due under Constitution. Title insurance companies realize this, so they don't insure Missouri tax titles. We want to amend our statute to comply with relevant law.

LLC Registration

• Law change to require LLC's to register with point-of-contact/agent to do business in KCMO



OBJECTIVE:

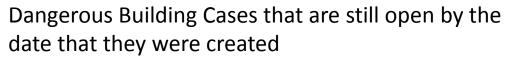
Set a sustainable performance standard for demolishing dangerous structures

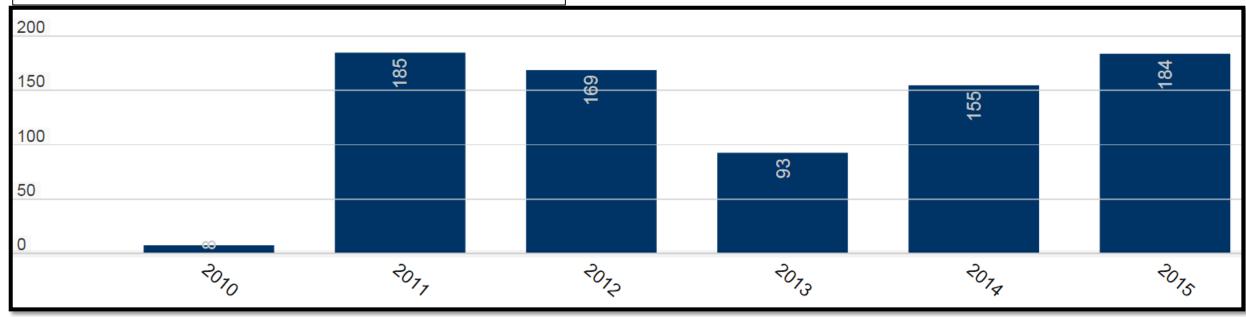
Related Measurements:

Demolitions

Dangerous Building Cases Remaining Open



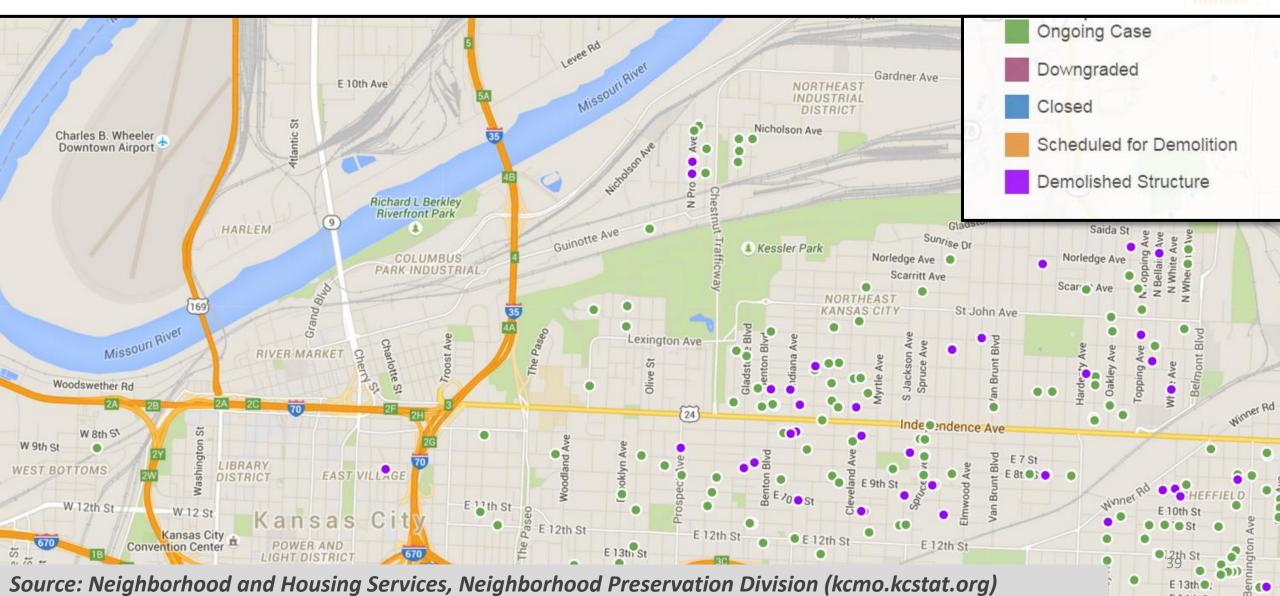




Source: data.kcmo.org

Dangerous Building Locations





Dangerous Building Demolitions





FY2014

- 155 Demolitions
- Green Impact Zone, Urban Neighborhood Initiative, West Side



FY2015

- 141 Demolitions
- East Patrol and Marlborough



FY2016

- 140 Demolitions planned, 73 in progress/complete
- Will be targeted in: 27th to 39th, Bruce R. Watkins to Benton AND Old Northeast (Truman Rd Cliff Dr., Paseo to 435)

Donating Demolitions Pilot Project - Marlborough



- Kissick Construction, Co donated services to demolish five dangerous structures in the Marlborough community.
- Work starts August 2015
- Savings to the City = \$40,667





OBJECTIVE:

Reduce illegal dumping and littering by removing disposal access

Related Measurements:

- Citywide litter index
- Citizen satisfaction with cleanliness of city streets and other public areas



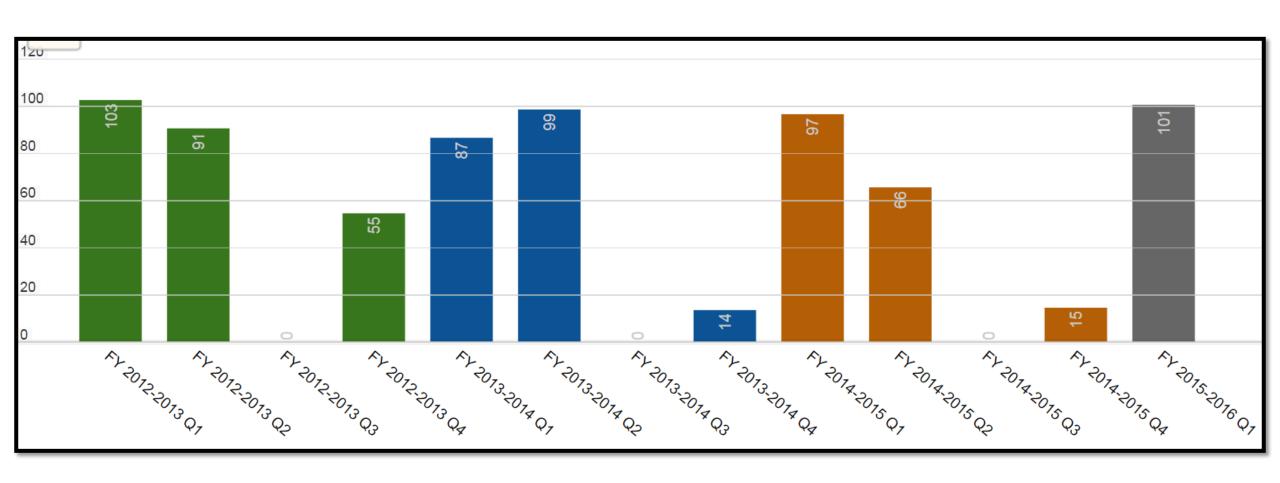
Citizen Satisfaction (% Satisfied) by Council District

	1	2	3	4	5	6	Citywide
Clean-up of illegal dumping	33%	34%	29%	27%	22%	29%	29%
Cleanliness of city streets and public areas	57%	56%	43%	45%	43%	55%	50%

National average for citizen satisfaction with cleanliness for cities 250K+ population = 57% satisfied

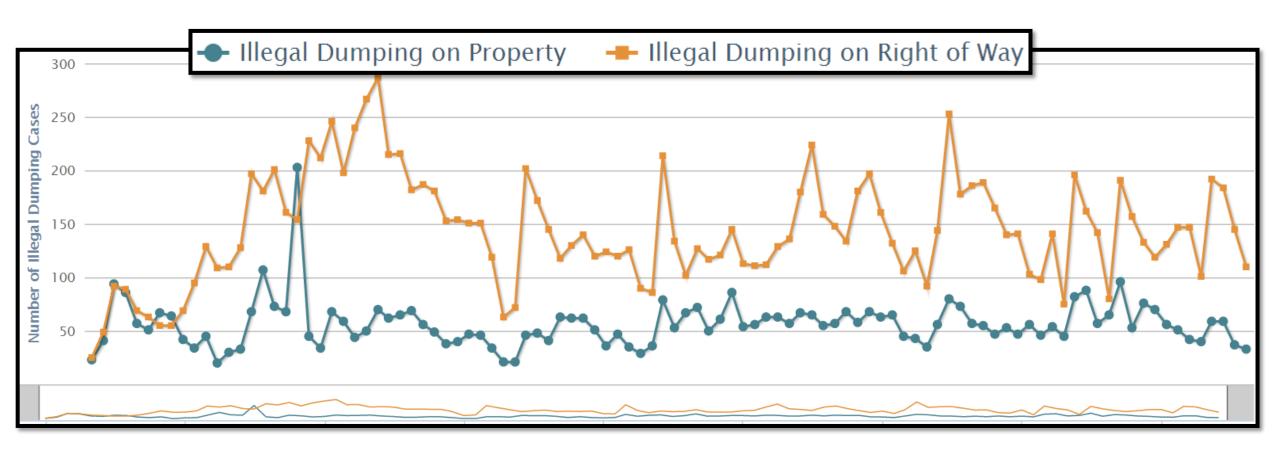


Neighborhood Cleanups



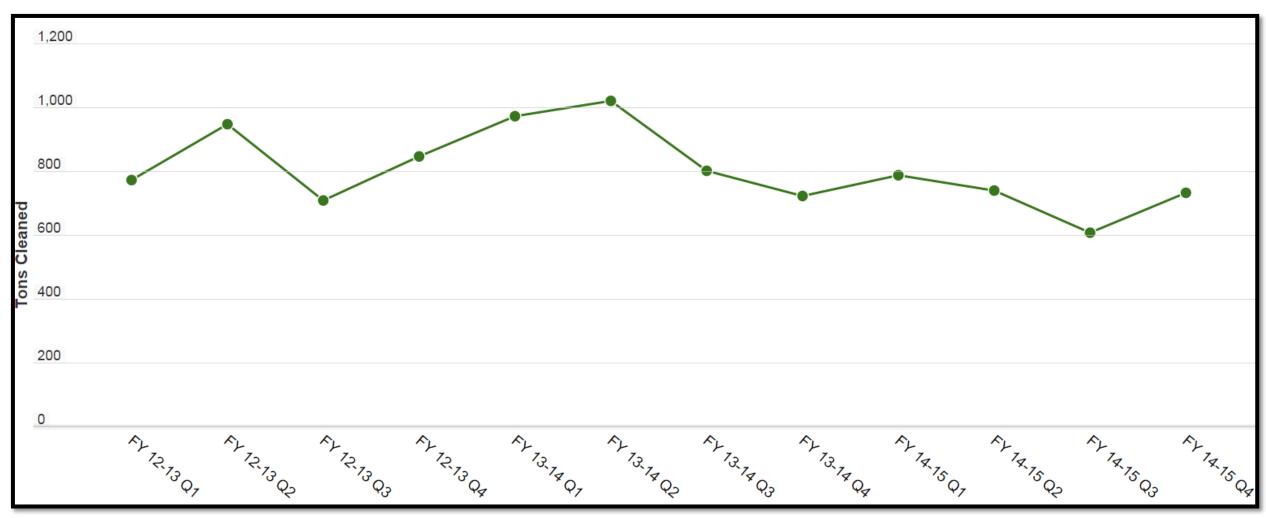
Illegal dumping Reports (Service Requests to 311)





Tonnage of Illegal Dumping Cleaned





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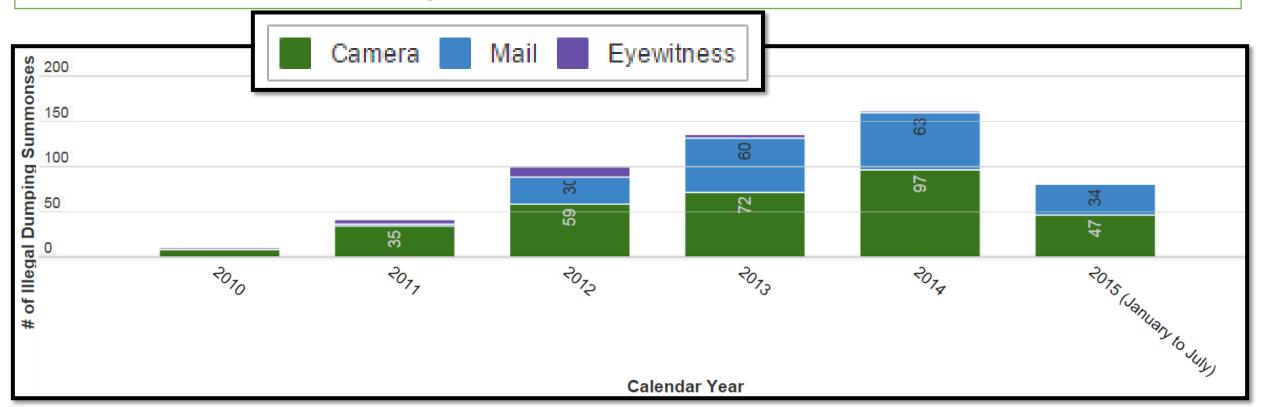
Number of Illegal Dumping Summons by Evidence Type



In 2015, 53 court cases have been heard for illegal dumping, with 26 convicted (49% conviction rate).

Dismissed or acquitted (by Prosecutor 19/Acquitted 8)

The average amount of the fine levied has been \$665.





Topic Area: Healthy Community





OBJECTIVE:

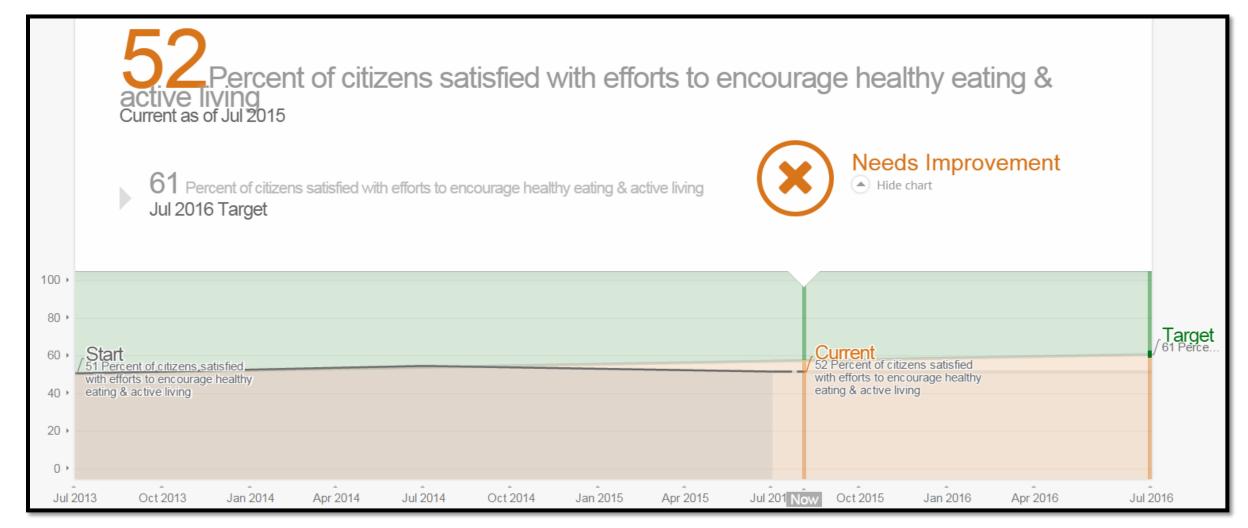
Improve access to locally grown, processed and marketed healthy foods

Related Measurements:

 Citizen satisfaction with access to healthy foods and active living options

Citizen Satisfaction with Efforts to Encourage Healthy Eating and Active Living

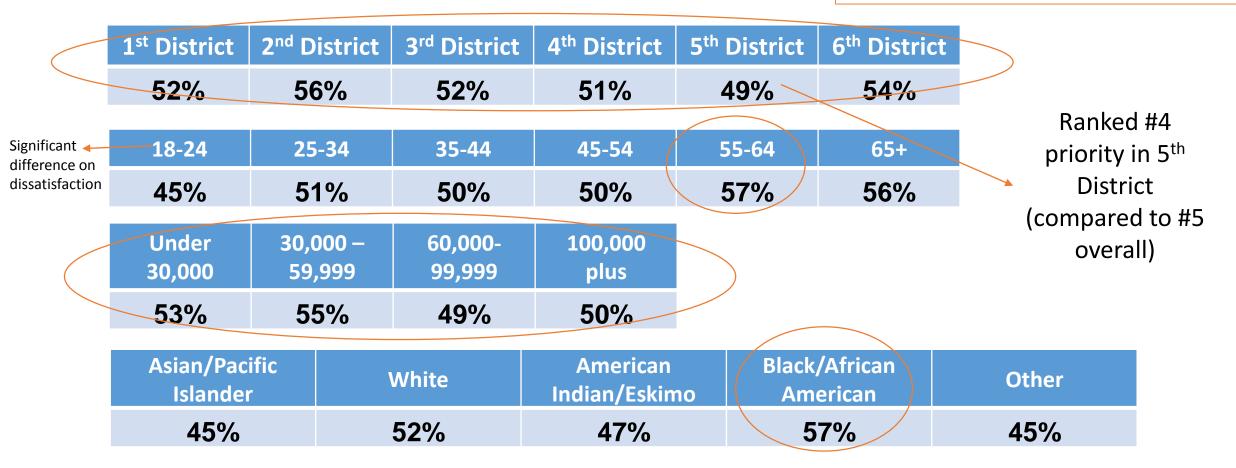




Citizen Satisfaction With Efforts to Encourage Healthy Eating and Active Living



Circles represent statistical significance



Healthy Eating/Active Living Initiatives



Healthy Eating and Active Living Grant
Health Department: October 2014 to September 2015

Purpose is to Stock Healthy/Shop Healthy

- Working with one retailer (small corner store at Prospect and Independence Avenue) to increase healthy food options (ongoing process)
- Recruiting a 2nd store for year two of the grant (grant award has not been received)
- Building a network of support to promote the retailer and their efforts to provide healthier food options to the community (ongoing process)
- Educate community on availability, benefits and eating healthier food (ongoing)
- Educate Retailer on best business and customer service practices (ongoing)
- In store event planned for August 13th to introduce and sample Health items stocked in the store (University of Missouri Extension Dietitians)
- Data collection and evaluation (ongoing)

Healthy Eating and Active Living Grant

Health Department and Parks and Recreation Partner: October 2014 to September 2015

Purpose is to provide healthier food options to park patrons i.e. Eat Smart in Parks (ESIP).

Efforts started in lowest life expectancy zip codes (6)

- Grant ends September 2015
- Park patron survey was conducted to identify what Patrons eating habits while in park facilities and attitudes about food and beverages in park facilities.
- Survey results were used to establish a consistent set of new "healthier products to sell that meet the ESIP guidelines
- All vending machines were removed from Community Centers .
- Parks Department established a Healthy Concessions Committee from different sites to conduct taste tests, make recommendations, and help select healthy foods.
- Parks staff responsible for implementing the grant (MOU) worked with the University Extension, to promote healthy eating and active living with youth, adults, and staff.

Healthy Eating and Active Living Grant

Healthy Vending Purpose is to support implementation of the Healthy Initiative AR

- Grant ends September 2015.
- November 2015, Pepsi's contract was amended and now requires healthy options.
- Pre-survey regarding employee vending purchases completed Feb. 2015.
- City working to secure healthiest vending options for employees via new RFP process (in process).
- Health Dept. in collaboration with the City's Wellness program is considering providing employee education about healthier vending to engage and build employee support.
- Post survey regarding employee vending purchases will be conducted after new vending contract is secured and operationalized.

Source: Health Department

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OBJECTIVE:

Produce the community health improvement plan (KC-CHIP)

Related Measurements:

Progress on KC-CHIP Implementation

Process for updating the KC – CHIP:



Session 1: May 1, 2015

 Health Commission and Key Partners updated the Vision and Values to guide the 2015 KC-CHIP process

Session 2: June 5, 2015

• Community Health Assessment (CHA) data was shared on the social, economic, and environmental factors that impact health.

Session 3: July 17, 2015

- The results of the Local Public Health System Assessment was shared with the community partners that participated in the year long public health system assessment on the Ten Essential Service areas.
- A Forces of Change Assessment was conducted with key community partners to identify forces that affect health equity.

Local Public Health System Assessment (LPHSA): Strengths and Challenges



Strengths

Emergency Preparedness

Creating an Inclusive Environment

Leadership Development

Identifying needs in the community

Process and Impact
Evaluation

Innovative Research

Funding and Resources

Dissemination of Findings

Challenges



LPHSA Cross Cutting Themes

A deeper dive into the feedback from stakeholders revealed three cross-cutting themes that align with the strengths and challenges above. Much of the conversations in the monthly assessment meetings oriented towards the difficulty in combining traditional public health service with the emerging need to address structural issues of inequality.

- Communication. By far, the most universal theme across the 10 essential services was the need for more communication—across sectors, within organizations, between organizations and the public. Stakeholders identified several different types of communication gaps, including: the need to communicate organizational successes, a need for a clearinghouse of services, events, evaluation findings, and the inherent difficulty of communicating about the social determinants of health.
- Coordination. A major challenge for the local public health system is coordinating care across sectors, especially as public health incorporates more public policy analysis in sectors historically not in the public health domain. Coordination of clinical care is also a challenge.
- **Evaluation**. The need for more rigorous evaluation runs deep throughout the 10 essential services. From evaluating the stakeholder engagement process for the CHIP, to evaluating whether programs and services are "working", it was evident that stakeholders find the ability of the local public health system to establish a bank of evidence-based practices lacking.

Process for updating the KC - CHIP



Session 4: August 7, 2015

• Status of the steps taken and steps need to complete the KC-CHIP process will be reviewed. Participants were recruited to conduct and or schedule Community Listening sessions/focus groups where residents reside.

Session 4: September 11, 2015

• The community health profile summarizing the health status of our community will be presented. Based on the data, participants will discuss and identify overarching strategic issues to be addressed in the CHIP.

Session 5: October 2, 2015

- Results of the Community Themes and Strengths Assessment will be shared. Participants will review the data describing residents thoughts, opinions, and concerns about the quality of life in Kansas City, along with data on community assets and resources.
- Based on the data and information shared during the meeting participants will prioritize the strategic issues that will be addressed in the CHIP.
- Mini meetings to develop action plans for prioritized issues will begin in October.

Sessions 6-9 and RWJ Update: November 6, 2015

- Goals and strategies for each strategic issues will be developed.
- Community partners and stakeholders are invited to help formulate goals, strategies, and outcomes as well as identify needed policy changes, decisions, and resources to increase life expectancy and achieve health equity.



OBJECTIVE:

Increase overall life expectancy and reduce health inequalities in all zip codes

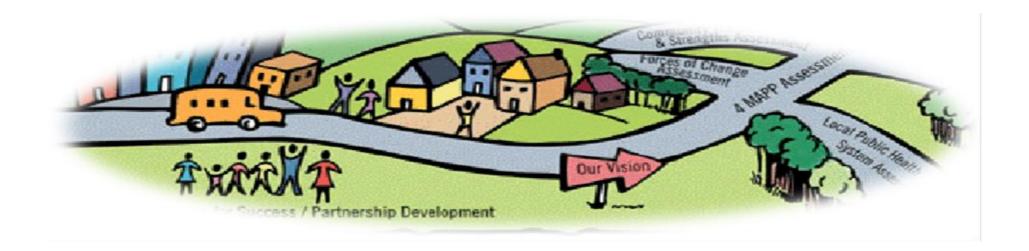
a. Establish multi-departmental committee or task force to identify underlying causes of the City's inequities and recommend an implementation plan.

Related Measurements:

Life expectancy variance between zip codes

Health Equity





Multi-departmental Committee on Life Expectancy



- Committee may include representatives from:
- Parks
- BizCare
- Neighborhoods
- Mayor's Office
- City Manager's Office
- City Communications
- Public Works
- KCFD
- KCPD
- Human Relations

Plan to establish this committee this fiscal year.

This internal committee compliments the CHIP.

Source: Health Department

Most Common Causes of Death in KCMO





Estimated Deaths Attributable to Social Factors



		U.S*	KCMO**
•	Less than High School graduation	245,000	~230
•	Racial segregation	176,000	~560
•	Low social support	162,000	~230
•	Individual level poverty	133,000	~240
•	Income inequality	119,000	~220
•	Community level poverty	39,000	~350
~/	47% of annual KCMO deaths (41-53%)	Total	~1,800***

^{*}Galea, et.al., American Journal of Public Health August 2011, Vol 101 no. 8

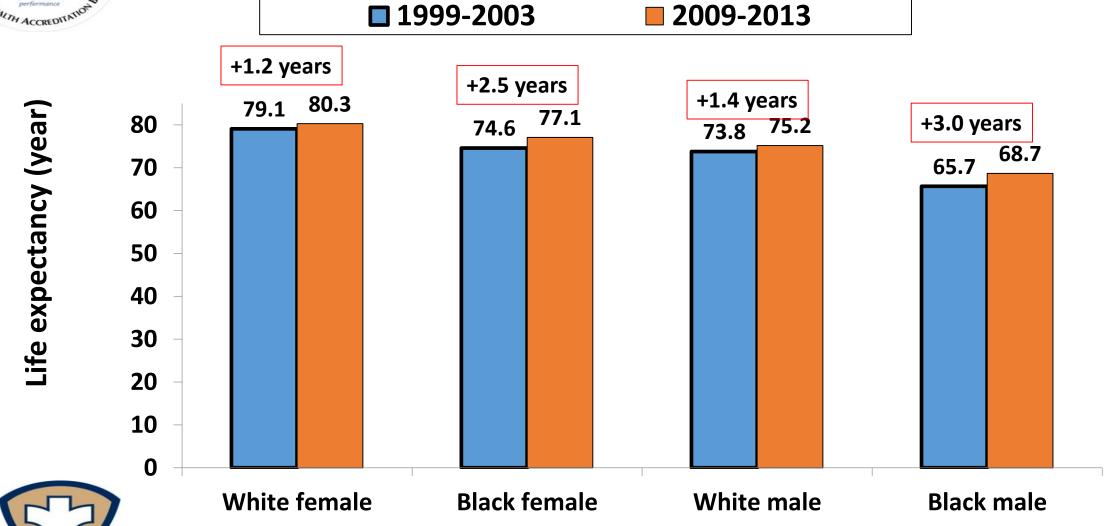
^{**}Conservative estimate for Kansas City, MO based on Galea, et.al.

^{***}Conservative estimates that assume factors are not synergistic



Life expectancy, KCMO 1999-2003 vs. 2009-2013

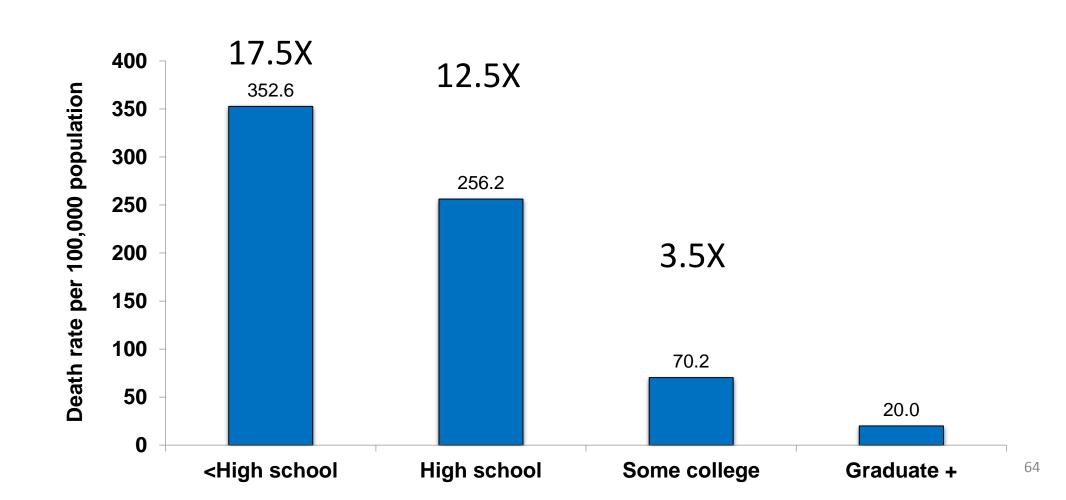




Education & Health: KCMO



Death Rate by Education Aged 25-34 years Kansas City, MO 2009-2013





Topic Area: Community Amenities and

Resources





OBJECTIVE:

Develop an enhanced youth program that provides educational and/or recreational opportunities

Related Measurements:

- Citizen satisfaction with youth programs and activities
- Participants in ClubKC, Mayor's Summer programs

Citizens' Priorities for Parks and Recreation



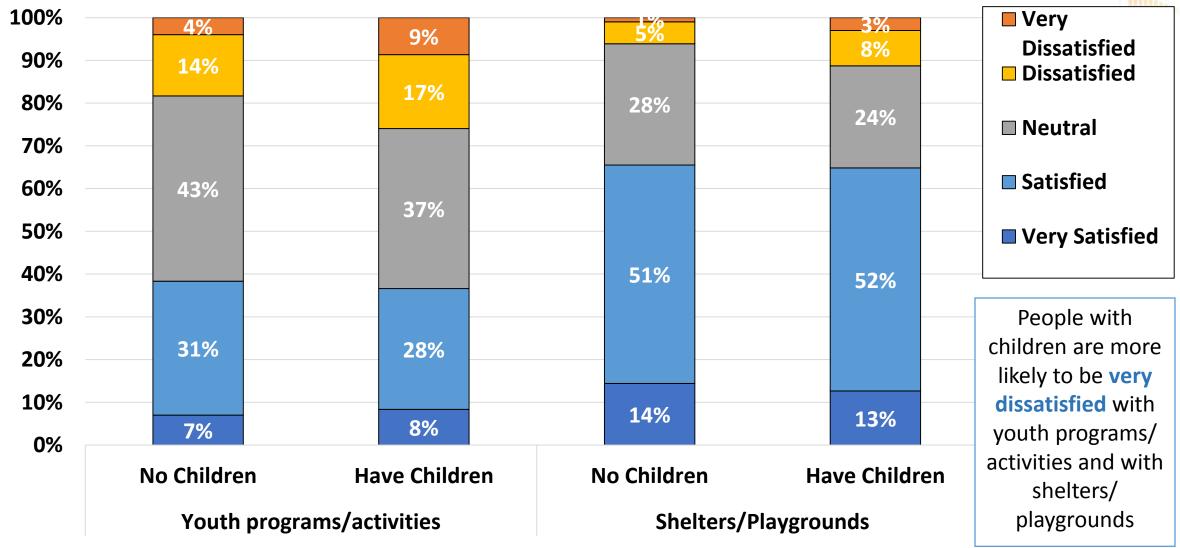
Which TWO of the Park and Recreation Services listed do you think should receive the MOST EMPHASIS from the City over the next two years? (Importance = aggregate percent of citizens selecting)

Question	Importance	Satisfaction	FY2015 I-S Rank
Youth programs and activities	23%	37%	1
Tree trimming and other tree care along city streets and other public areas	22%	48%	2
Walking and biking trails	19%	56%	3
Maintenance of city parks	22%	72%	4
Maintenance of boulevards/parkways	14%	69%	5
Swimming pools/programs	9%	41%	6
Programs/activities at community centers	9%	48%	7
Facilities such as picnic shelters/playgrounds	10%	66%	8
Communication from Parks and Rec	5%	44%	9
Maintenance/appearance of community centers	5%	53%	10
Outdoor athletic fields	5%	66%	11
Customer Service from Parks employees	3%	48%	12

Source: Citizen Survey, FY2015

Citizen Satisfaction with Youth Activities and Shelters/Playground by Children In Household

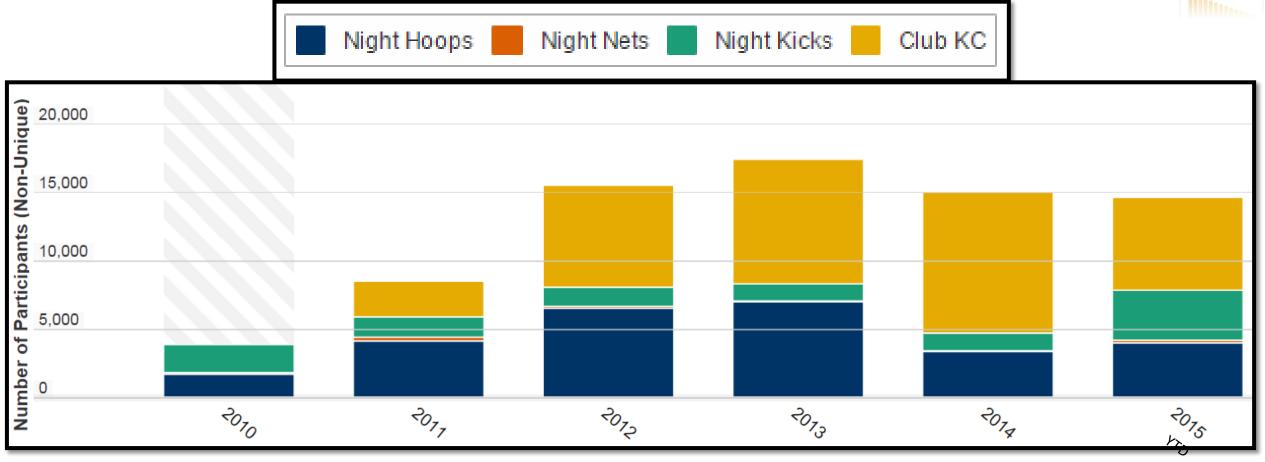




Source: Citizen Survey, FY2015 YTD

Mayor's Nights and ClubKC participation

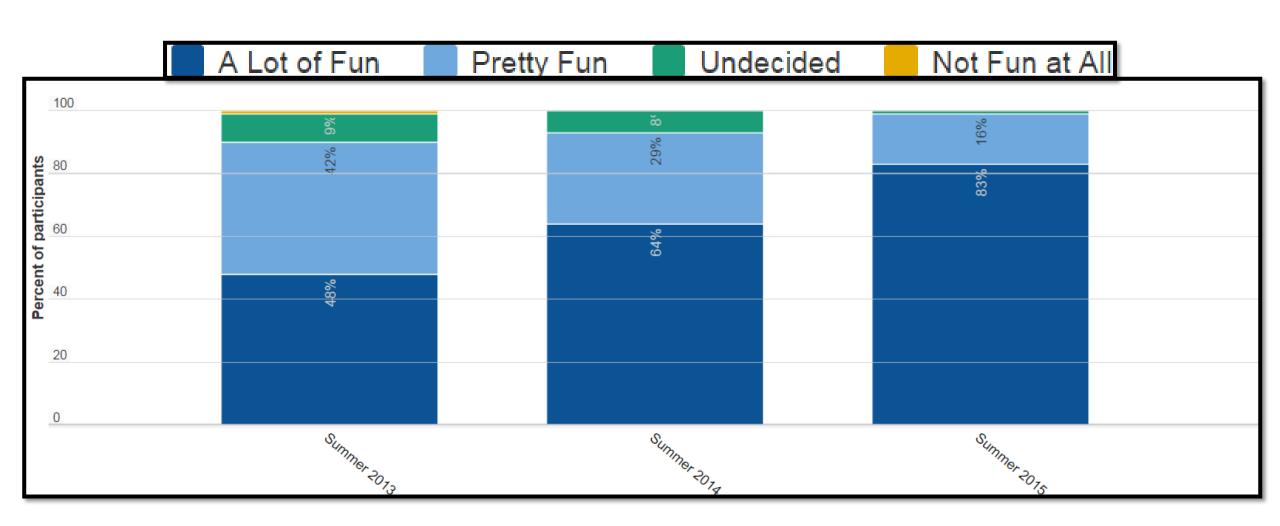




Last weekend of programming: August 7-9 Mayor's Rock the Block: August 15



ClubKC Survey Results





OBJECTIVE:

Ensure resources invested in community centers match demand for service

Related Measurements:

- Citizen satisfaction with community center programs and facilities
- Community center attendance
- Community center cost recovery

Citizen Satisfaction with Community Center Programming



The key measurement for this priority is the percent of citizens who are satisfied with the quality of community center programs and activities. The goal is to increase satisfaction to 52% by 2016. Explore the data.

Percent of citizens satisfied with community center programming/activities

52 Percent of citizens satisfied with community center programming/activities
Jun 2016 Target

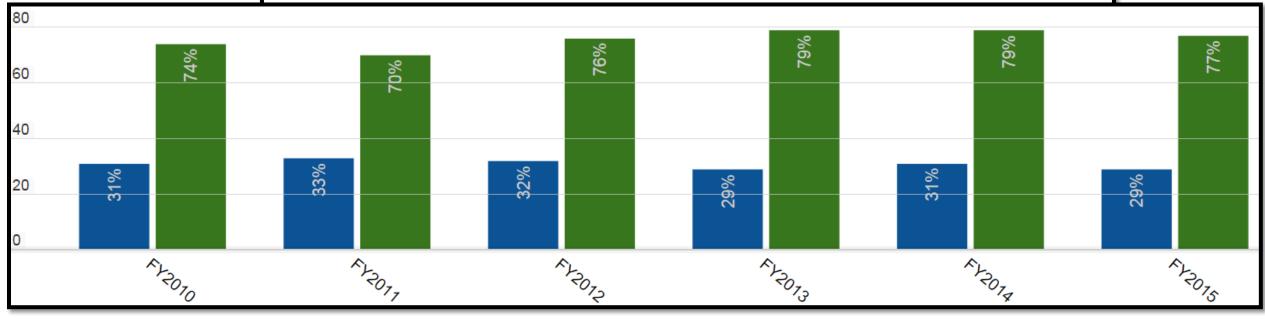


Citizens' Use of Parks and Community Centers



Have you visited a Kansas City, Missouri, community center in the last year?

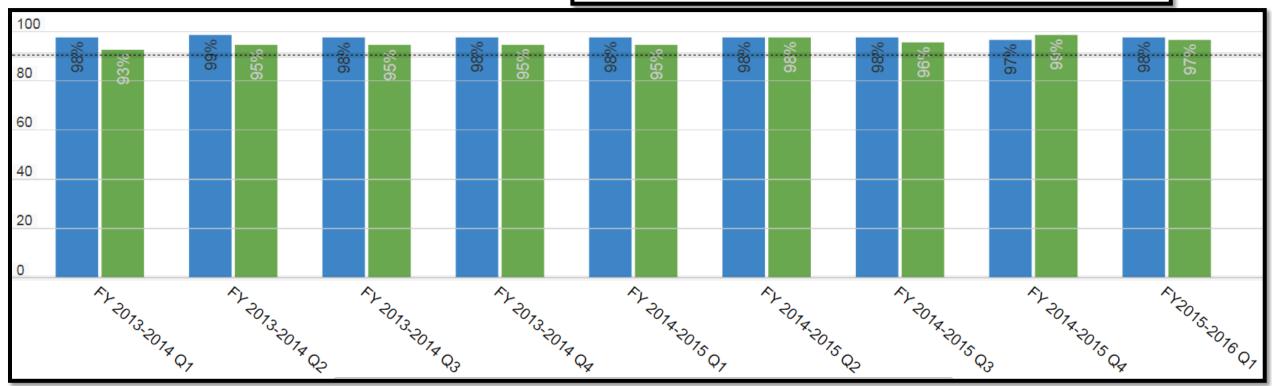
Have any members of your household visited any parks in Kansas City, Missouri, in the last year?



SHAPE Ratings for Parks and Community Centers



Percent of community centers meeting SHAPE standards
Percent of parks meeting SHAPE standards ···· Target



* S.H.A.P.E = Safe, Healthy, Attractive Public Environment

Community Center Business Plans

KCStat

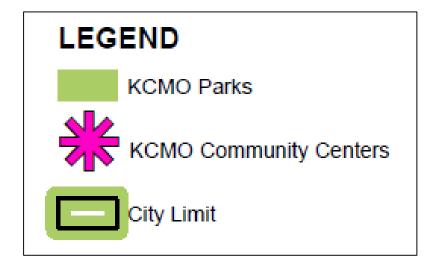
ALL 10 Centers have business plans Each plan contains 5 key areas of focus:

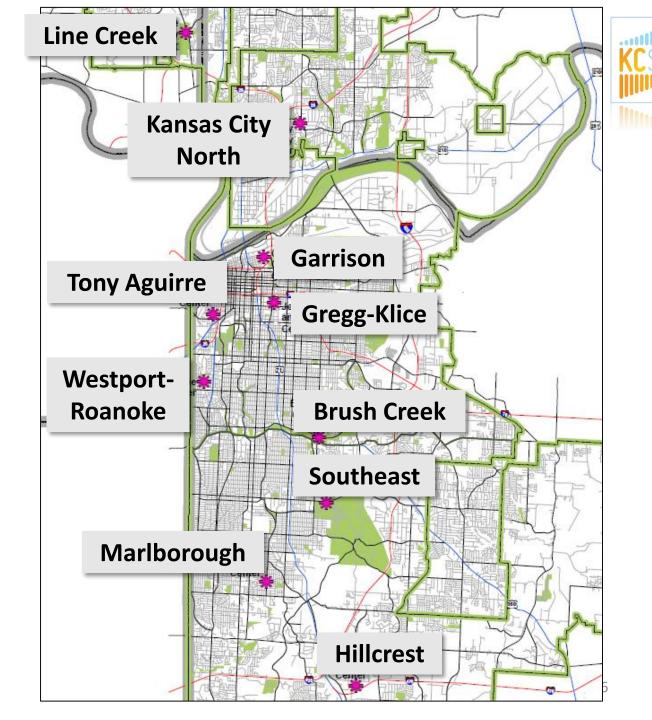
- Participation
 - Monthly participation data and targets
 - Improvement plan
- Cost Recovery
 - Current cost recovery ratio and target
 - Cost recovery plan
- Community Outreach
 - Community outreach contacts and contact plans
- Staffing
 - Current ratio of staff hours to programming hours and target
 - Staff to programming action plan
- Customer Service
 - Customer service indicators and targets
 - Customer service objectives

Example:

Participation Improvement Plan					
Increase Pass numbers daily by 10% with introduction of family membership	8/30/2014	pending	Pass participation numbers will average 130/day. Pass numbers should be 3800 by the end of the month		
Maintain 2 quality adult leagues year round- Basketball, Volleyball	10/30/2014	pending	Increased league participation will assist in marketing of the facility as well as numbers. 360 people per month.		
Create at least one large Team First Camp/Clinic each month	9/30/2014	pending	Increase participation numbers by adding at least 100 participants/spectators for a camp/clinic		
Increase facility attendance by offering Corporate Retreat during week	9/31/2014	pending	Facility Participation numbers will increase by 10%. Facility numbers should reach 4000 by the end of the month		
Increase Walk-in Participation 10% by adding WSI programming	10/30/2014	pending	Add two new classes each season. Will bring in new faces to the center. 60 participants in new classes each month		

Kansas City Parks and Rec community center locations

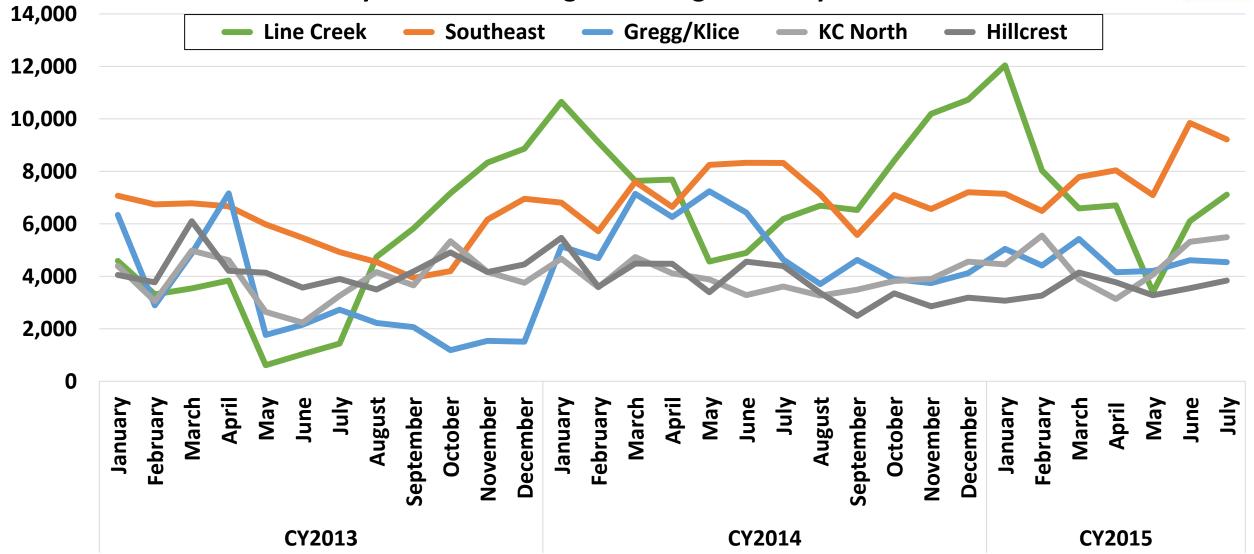




Attendance at Community Centers





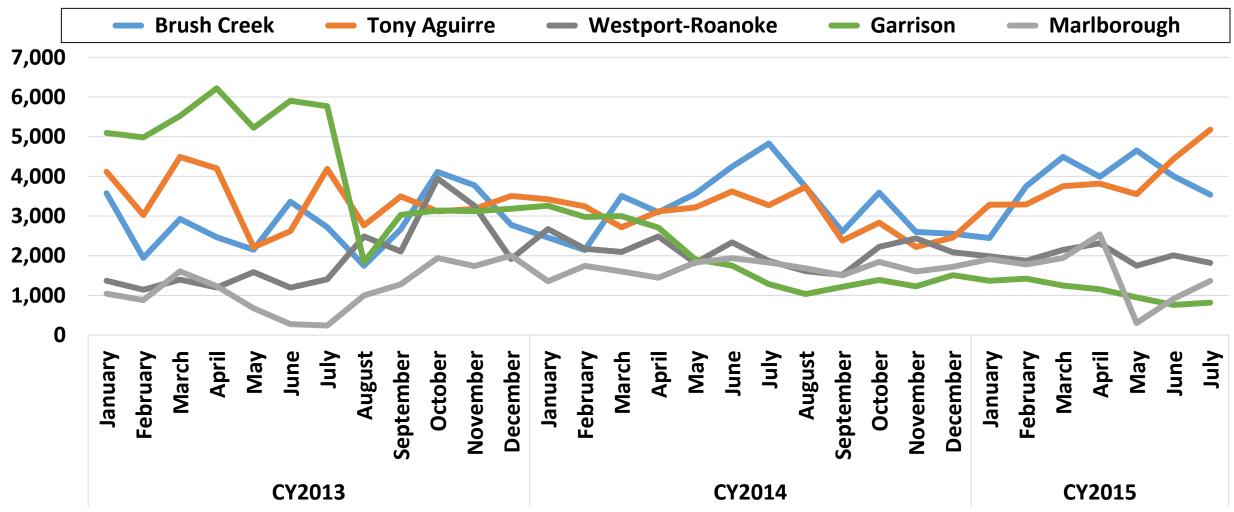


Source: Parks and Recreation Department

Attendance at Community Centers



5 Community Centers with Lower Average Monthly Attendance in 2014



Source: Parks and Recreation Department

Cost Recovery at Community Centers

	FY-2015 Goals	FY-2015 Actuals	FY-2016 Goals	FY-2016 Current Cost Recovery (May-July)
Brush Creek	20%	18%	20%	13%
Hillcrest	25%	20%	25%	26%
Gregg-Klice	25%	25%	25%	28%
Line Creek	70%	75%	70%	31%
Marlborough	15%	8%	15%	10%
Tony Aguirre	20%	18%	20%	23%
Garrison	5%	2%	5%	3%
KC North	25%	25%	25%	27%
Westport	20%	17%	20%	18%
Southeast	35%	33%	35%	36%
Total	35%	28%	35%	24%

Goal for aggregate cost recovery across all community centers = 35%

Final Thoughts or Questions?



